



PROTECT YOURSELF FROM MEDICARE FRAUD!

Senior Medicare Patrols (SMPs) empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse.

**It's estimated that Medicare loses
About 60 BILLION DOLLARS a year
to fraud, errors, and abuse!**

\$60 Billion dollars is approximately 10% of the entire national budget for Medicare. While this \$60 billion dollars is lost, the cost to Medicare beneficiaries in deductibles, copays, and basic coverage continues to increase each year.

You can help by taking three vital steps:

1. PREVENT: Protect your medical ID cards and numbers. Treat them like you would your credit cards. Only share your Medicare and other health care identification cards and numbers with your health care providers. Never sign a blank medical or insurance form, and request a copy of any form or document you do sign for your own records.

2. DETECT: i) Keep records of health care visits, services or equipment received, test results, etc. ii) File copies of bills received from your doctor, hospital, pharmacist, supplier, or other health care provider. iii) Save your Medicare Summary Notices (MSNs) and Explanations of Benefits (EOBs) and review them always for accuracy.

3. REPORT: Call the provider or supplier first to question any unfamiliar charges. Ask them to correct any errors.

If you're not satisfied, **Contact the SMP**. The SMP helps beneficiaries understand the difference between suspected fraud, errors, or abuse. SMPs also assist beneficiaries in addressing suspected errors. If fraud or abuse is suspected, SMPs refer cases to the proper authorities for further investigation.

You can also reach Senior Medicare Patrol's toll free national number at: **1-877-808-2468 for questions.**



TIPS TO STOP ROBOCALLS AND AVOID PHONE SCAMS

(FCC-Updated February 5, 2020)

- Don't answer calls from a number you don't know. If you do, hang up immediately.
- Be aware: Caller ID showing a "local" number does not necessarily mean it is a local caller.
- If you answer the phone and the caller - or a recording - **asks you to hit a button to stop getting the calls**, hang up. Scammers often use this trick to identify potential targets.
- **NEVER** respond to any questions, especially those that can be answered with "Yes."
- **NEVER-EVER** give out personal information such as account numbers, Social Security numbers, mother's maiden names, passwords or other identifying information in response to unexpected calls or unrecognized callers.
- **If you get an inquiry from someone who says they represent a company or a government agency, hang up!** Usually you get a written statement in the mail before you get a phone call from a legitimate source, particularly if the caller is asking for a payment.
- If you are being pressured for information hang-up immediately.
- Talk to your phone company about call tools they may have to block calls.
- To block telemarketing calls, register your number on the Do Not Call (DNC) List: **1-888-382-1222**. Your registration only expires if it's disconnected, reassigned or if you request it.

Even if your phone number is on the DNC List, the FTC does allow these calls:

- Political Calls
- Charitable Calls
- Debt Collection Calls
- Purely Informational Calls
- Surveys

When in doubt, JUST HANG UP!

If you are victim of fraud, abuse or unethical business practices, you can report to Federal Trade Commission at 1-877-382-4357.